Notification Proficiency Testing: Improving Emergency Notification Through Practice

Janet L. Fath, Ph.D.

Rossanne Philen, M.D., M.S.

Carlos Alonso

Mission

To provide secure, moderated communications for public health officials to report and discuss disease outbreaks and other acute health events including terrorism

Agenda

- Review 2004 process and results
- Review how the process evolved in 2004
- Present challenges for 2005

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- **Review 2004 process and results**
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Objectives

- Prepare *Epi-X* users to receive and respond to public health emergencies
- Improve the processes and technology that support *Epi-X* notifications

2004 Procedure

- Recruit a facilitator
- Establish goals and discuss procedures
- Address user issues
- Train users
- Conduct the test
- Create a test summary
- Follow-up with the facilitator

Participation

- 53 tests were conducted

- Response goal: 30% to 100%

- Number of participants: 1 to 61

- 947 (48%) of 1960 participated

Participation by Role

State Epidemiologist	**64**
State Terrorism Responder / Coord.	**48**
Career Epidemiology Field Officer	**9**
EIS Officer	**39**
State Public Health Laboratory Director	**26**
State Public Health Veterinarian	**30**
State or Territorial Public Health Officer	**18**
Poison Control Center Director	**17**
HAN Coordinator	**24**
City, County, or Regional Health Officer	**73**
Preventive Medicine Resident	**5**

Participation by Role

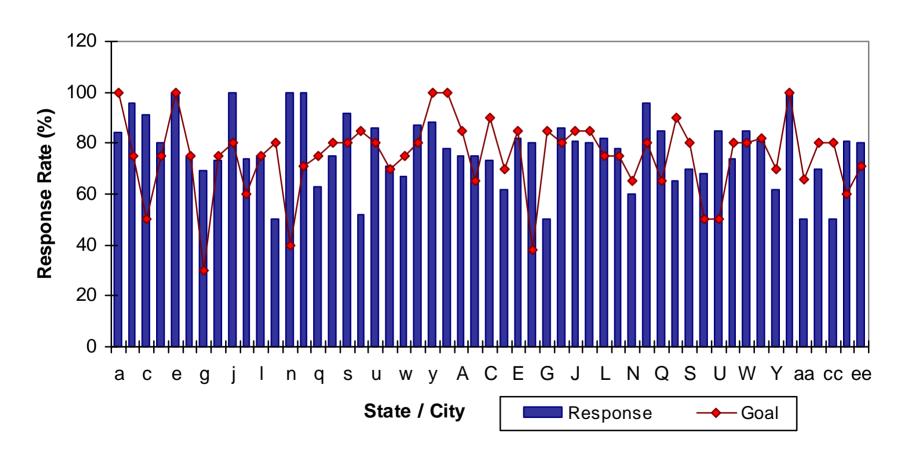| Role		
State Epidemiologist	**64**	79
State Terrorism Responder / Coord.	**48**	68
Career Epidemiology Field Officer	**9**	18
EIS Officer	**39**	79
State Public Health Laboratory Director	**26**	35
State Public Health Veterinarian	**30**	34
State or Territorial Public Health Officer	**18**	31
Poison Control Center Director	**17**	35
HAN Coordinator	**24**	31
City, County, or Regional Health Officer	**73**	305
Preventive Medicine Resident	**5**	23

Overall Results

- 28 (53%) met their response goal
- 75% of participants logged within 3 hours

Detailed Results

Participant Satisfaction

- 562 Respondents

Very satisfactory	242	43%
Satisfactory	238	42%
Unsatisfactory	17	3%
Very unsatisfactory	2	0.4%

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- Review 2004 process and results
- **Review how the process evolved in 2004**
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Enhancements

- Problem
  - Participants were unclear of CDC's role.
- Solution
  - Include CDC DEOC team members.

Enhancements

- Problem
  - Users had difficulty with digital certificates.
- Solution
  - Updated the user registration procedures.

Enhancements

- Problem
  - Users did not understand their security responsibilities.

- Solution
  - *Epi-X* requires users to take annual online security training.

Enhancements

- Problem
  - Users did not know about basic features.
- Solution
  - "Introduction to *Epi-X*" is offered twice weekly.
  - Online help is available for just-in-time training.
    - FAQ
    - How to
    - Editorial Policy

Enhancements

- Problem
  - Updating the user profile was difficult.

- Solution
  - Preference information was relocated to the My *Epi-X* page.

Enhancements

- Problem
  - Users did not understand how *Epi-X* would contact them in an emergency.

- Solution
  - The user profile confirmation page details how each user will be contacted in an emergency.

Work Contact Information

* E-mail Address: `DanaField@mail.state.ky.us`

* Telephone: `(555) 666-7777`   extension: `[          ]`

Fax: `[          ]`

* Alternate Contact: `Mary Schible`

* Alternate Contact Telephone: `(555) 777-8888`   extension: `[          ]`

You must supply off-hours contact information for use in case of an emergency.

Cell Phone: `(555) 888-9999`

E-mail Address for Pager or Cell Phone: `[          ]`

Pager: `[          ]`

Home Contact Information

If you have not provided any other off-hours contact information, you must provide a home telephone number.

Telephone: `(555) 999-0000`

E-mail Address: `[          ]`

* **Make my home contact information, if provided, available to:** ○ *Epi-X* Staff only
  ● All *Epi-X* users

[Submit Changes]

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Epi-X The Epidemic Information Exchange

Dana Field
Contributor
9/7/2004

▶ **View**

My Reports
All *Epi-X* Reports
Epi-X Directory
Epi-X Forum

▶ **Contribute**

Standard Report
Epi-X Alert
Possible Terrorism Report
EPI-AID Request
EPI-AID Trip Report

▶ **Visit**

Other Directories
MMWR
Terrorism Preparedness
Homeland Security
Other Resources
State and Local Web Sites
CDC Secure Data Network

Your Profile Has Been Updated

In the event of an emergency, *Epi-X* needs accurate and complete contact information. Please verify your information below.

To test each e-mail address and telephone number, click a link. *Epi-X* will send a message and inform you when you have successfully completed the test.

If the emergency occurs on Monday through Friday

Within minutes of an alert, *Epi-X* sends messages as follows:

Work E-Mail: DanaField@mail.state.ky.us

Cell Phone: (555) 888-9999

If you do not answer your cell phone, the system will try:

Work Telephone: (555) 666-7777

If you do not answer your work telephone, the system will try:

Home Telephone: (555) 999-0000

If the emergency occurs on Saturday or Sunday

The system will attempt to call your home telephone before your work telephone.

Report any problems to epixhelp@cdc.gov.

Continue

Enhancements

- Problem
  - Users were not sure what to expect during emergency communication with *Epi-X*.
- Solution
  - Users can conduct a notification self test.

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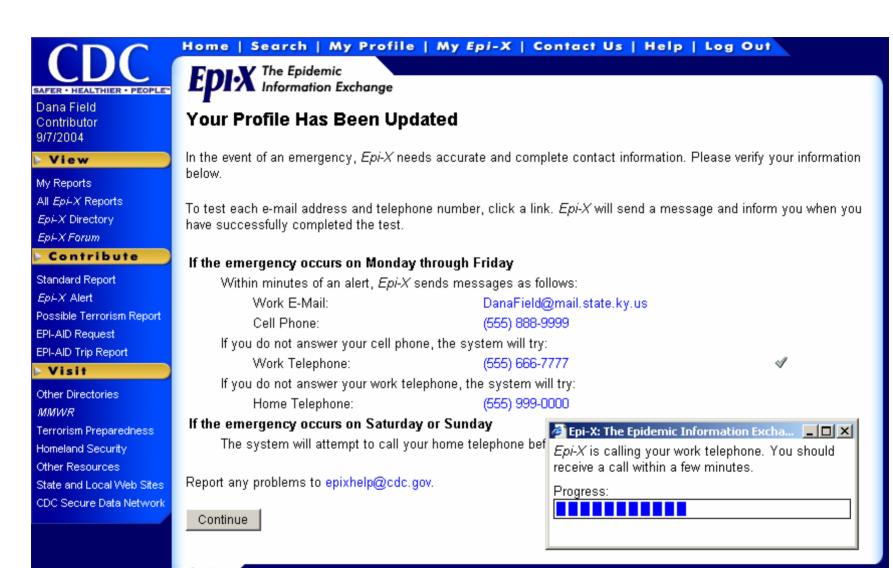Home Telephone: (555) 999-0000

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[Continue]

Epi-X: The Epidemic Information Excha... ☐ ☐ ☒

Epi-X is calling your work telephone. You should receive a call within a few minutes.

Progress:

██████████

⚠ **TOP**   *Epi-X Forum* | *Epi-X* Home | CDC Home · · · · *Epi-X The Epidemic Information Exchange*

Privacy Policy Notice

Agenda

- Review 2004 process and results
- Review how the process evolved in 2004
- **Present 2005 challenges**

Solutions in Progress

- Problem
    - Clarify the testing objectives.
- Solution
    - Modify communications with the facilitators.
    - Provide an online Test Facilitator checklist.

Testing Objectives, 2005

- Primary
  - Ensure that key persons in the state can receive emergency notification
  - Verify key public health officials' roles within *Epi-X*
- Secondary
  - Verify *Epi-X* membership within the state
  - Help *Epi-X* users to prepare for an emergency
  - Help *Epi-X* staff to improve the notification process

Solutions in Progress

- Problem
  - Make the tests more realistic.

- Possible Solutions
  - Conduct unannounced tests.
  - Test a more realistic scenario (e.g., TopOff 3).
  - Tie in testing with the state's own system.

Overall Results 2005

- 5 of 9 states (56%) met their response goal
- 63% of participants logged within 3 hours
- 118 Respondents

Very satisfactory	54	46%
Satisfactory	45	38%
Unsatisfactory	1	1%
Very unsatisfactory	1	1%

Solutions in Progress

- Problem
  - Users do not receive enough information through current channels.

- Possible Solutions
  - Telephone: text to speech
  - Text: Blackberry support of digital certificates

PHIN Considerations

- phDir
- Cascading alerting
- Relationship with HAN

Cascading Messages

- Distribution
  - Do not distribute further
  - Distribute on a need-to-know basis
  - Release outside of *Epi-X* as needed
- Reporting Results: Persons
  - User views
  - Notifications
    - emergency, immediate e-mail, *Epi-X Today*, test
  - Comments

Epi-X / HAN Settings

- Severity
  - Extreme, Severe, Moderate, Minor, Unknown
- Delivery Time
  - 15 minutes, 60 minutes, 24 hours, 72 hours
- Sensitivity
  - Yes / No
- Message Type
  - Alert, Update, Cancel, Error

Participants to Include

State or Territorial Epidemiologist
State or Territorial Terrorism Responder / Coord.
Career Epidemiology Field Officer
EIS Officer

State or Territorial Public Health Laboratory Director
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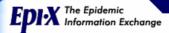
2005 Procedure

- Recruit a facilitator
- Discuss procedures and establish goals
- Address user issues
- Train users
- Conduct the test
- Create a report card
- Follow-up with the facilitator

Epi·X *The Epidemic*
Information Exchange

Alert ⊙ **TEST -- New Hampshire Notification Proficiency -- TEST**

Access and Notification:	Click to view audience [Modify Report Access]
Distribution: Contributor's instructions for distributing this report.	**Do not distribute further**
Brief Summary of Report:	You received this message because you agreed to participate in the notification test. To proceed with the test, log on to Epi-X and open the test report.
Description:	To complete the test, answer all seven questions in the Notification Proficiency Test survey, which you can access by clicking the New Hampshire Notification Proficiency Test Survey link below.
	In the event of a real emergency, you will receive instructions on how to respond.
	Thank you for your participation.
Report Category:	Unknown - Insufficient Data
Location:	New Hampshire
Linked URLs: Links to additional information.	**New Hampshire Notification Proficiency Test Survey**

Status Information

Contributor:	Carlos Alonso
Job Title:	Health Communications Specialist
Program or Division:	EPO/OSHC
Submitted:	11/2/2004 10:03 AM
Posted:	11/3/2004 10:44 AM
Number of Persons Who Viewed This Report:	17
Comments:	No Comments [Add Comments]

[View for Printing]

Detailed Results 2005